



South Harrison Water Corporation

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Dear South Harrison Water customer,

During these winter months, we would like to take this opportunity to send you 12 return envelopes for your bill payments. This year we have again included 12 "Read SH Water Meter" stickers for your family calendar. Remember, it doesn't matter what day of the month you read your water meter as long as you are consistent each month. Many people read their meter when they get their bill. Others read the meter right before mailing in their payment. It really doesn't matter as long as you read the meter near the same day each month. That way you are always submitting readings for a 30 day period and your billings will not fluctuate.

Also please take the time to read this informational newsletter for information that may affect you. We have included information on construction projects, fire hydrants, our well head protection program, and an explanation of our non-recurring charges. If you have any questions, please feel free to call our office.

Web Site – We have a new web site address. We are now located online at www.southharrisonwater.com and remember you can submit your meter reading online. We also have a "Forms" section where you can download many of our common forms, such as membership transfer, automatic payment, and our utility easement.

Automatic Bank Draft – We are offering this service to our customers. This is a voluntary, no cost, program where your billing post card will be sent to you on the first of the month as always and will contain the words "DRAFTS ON OR ABOUT THE 15TH". If you agree with the amount billed, do nothing, and the amount will automatically be deducted from the bank account of your choice on the 15th. You will still need to submit a meter reading to us and may do so by writing it down on the postcard and mailing it to us, or calling in the meter reading to our office. Call our office for details of signing up for this payment method.

2008 Construction Projects – We will be painting our Laconia Tank on Merk Road this year. This is a maintenance painting where the tank will be taken out of service and cleaned and painted inside and out. Customers will not be affected by this necessary maintenance. We will also be completing small jobs, routine construction, and maintenance as needed.

Emergency Interconnection – We have completed the emergency interconnection with the Town of Corydon near Central, IN. The connection is for emergency purposes only and can move up to one million gallons per day of water to or from Corydon and South Harrison. This project was funded by the county commissioners and county council using local infrastructure funds.

Fire Hydrants – All planned fire hydrants have been installed. New hydrants will be installed as new water main projects are built. In 1997 we had a total of 9 fire hydrants in service. At the end of 2007 we had 107 fire hydrants.

Well Head Protection Program – South Harrison Water has an active well head protection program in place to help ensure protection of our wells and aquifer. We are very aware that clean drinking water is a valuable natural resource that should not be taken for granted. We are taking steps to ensure that our well field area is protected from contamination. These include taking our well head property out of agricultural production and limiting public access to our private property. We hope that these steps help ensure a continued supply of fresh drinking water. You can help us protect all ground water sources by disposing of house hold chemicals properly and being aware that any chemical dumped on the ground has the potential to contaminate ground water, and eventually your drinking water. Please help us keep your drinking water clean and safe.

Memberships – As a reminder to all our member customers, you can easily transfer your membership to another person by filling out a form available at our office or online at our web site. More than one name can be listed on a membership, but only one person will have voting rights. For example a child (or another heir) can be listed on the membership with an elderly parent. In this example when the elderly parent dies, the membership is still active in the child's name. Since the water corporation was formed in 1972, our bylaws have always stated that a membership ceases upon the persons death, meaning that a membership cannot be transferred after a person dies. Call our office for more details if you are interested in transferring your membership, or adding more than one name to an existing membership.

Rates – Our water rates have not increased since 1991 and no rate increases are planned for the near future. Increased expenses have been offset by new customer growth and other operating efficiencies.

Membership & Business Meeting – The bylaws of our corporation state that a membership meeting shall be held once a year. Our meeting is always the third Wednesday in May, at 7PM local time. The meeting has generally been rotated around our service area to encourage attendance. The meeting locations are usually South Central School, Heth Washington School, and New Middletown School. The 2008 Annual Meeting is tentatively scheduled for May 21st at New Middletown School. The meeting agenda includes the election of three board members and a review of 2007 business.

Pressure Regulators – As a reminder, remember that every home should have a pressure regulator installed. This device makes sure that your plumbing is not subject to our full line pressure and the pressure fluctuations caused by pumps starting and stopping. If you need a regulator, please contact a plumber as we do not install or maintain these devices for you. This device may save you money on water consumption and may also prevent expensive leaks and plumbing repairs.

Frozen Water Meters & Customer Lines – During these cold winter months, please take a moment to check your water meter. Make sure the lid covering the meter is securely in place and in good repair. If you need a new lid, call our office and we will take care of replacing it. As a reminder, 99% of the frozen line complaints we receive are either frozen customer lines, or the water meter is frozen where the lid has been left off. Our crews will thaw out the meter if frozen, but we do not work on private water lines from the meter to your home. You can prevent the inconvenience of a frozen meter by making sure the meter lid is on tightly!

Another tip to help prevent frozen water lines is to make sure your home's crawl space is closed off and secure. Cold air blowing through cracks in mobile home under pinning will quickly freeze even insulated water pipes. Also make sure that there are no open areas in the under pinning around freeze proof faucets. An opening that allows cold air to blow past the freeze proof faucet will allow pipes to freeze. One final tip is to install heat tape and pipe insulation on pipes that may be exposed to cold air and freezing.

Many customers have asked for an explanation of our extra charges and fees. The following non-recurring charges have been approved by the Indiana Utility Regulatory Commission and are part of our utility rate filing:

Meter Reading Charge – We charge those customers that do not turn in timely meter readings. Those who do not read their meters increase costs for all customers. Only a small percentage of customers are affected by this charge. When you do not turn in a meter reading, that means one of our personnel must drive out and read your meter. The charge for this service is \$7.76 and has been filed and approved by the Indiana Utility Regulatory Commission. Water bills may still be estimated twice, but on the third month when we read it, the meter reading charge will apply.

Credit Card Payments – We accept credit & debit card payments. We accept Visa and MasterCard. All credit & debit card transactions are subject to a 4.2% surcharge which has also been filed and approved by the Indiana Utility Regulatory Commission. This surcharge ensures that those customers choosing to pay by credit or debit card will pay for all the transaction costs.

Returned Check Fee – We charge a returned check fee of \$25.00 for ANY check written to us on an account found to have insufficient funds to cover the check. A very small percentage of checks written are subject to this fee, but please be forewarned that we do charge the fee.

Unlock Meter Fee – When a customer requests a locked meter to be unlocked this \$25.00 fee applies. Also, ANY meter locked for non-payment of a delinquent account is subject to the same \$25.00 unlocking fee. Once the meter has been locked for non-payment, regardless of the length of time it is locked, the \$25.00 fee applies. As with the returned check fee, only a small percentage of our customers are subject to this fee.

Delinquent Accounts – Payments received after the 15th of each month must pay the “gross amount” as shown on the bill card. Customer accounts that are more than seven days past the due date of the 15th each month are then considered delinquent. We will mail the red “delinquent notice” post cards each month for all accounts more than seven days past due. You can avoid receiving the red delinquent notice by keeping your account paid current.